

FY 07  
***“CUSTOMER SERVICE”***  
BROCHURE



General Services Department  
***FACILITIES MANAGEMENT DIVISION***

(559) 621-1487  
(559) 498-2746 FAX

**MISSION STATEMENT**

To provide prompt, high quality maintenance and construction services to assure that City facilities are efficiently maintained in a manner that allows customer departments to best serve the citizens of Fresno.

## Overview and Key Services

The **FACILITIES MANAGEMENT DIVISION** is responsible for providing centralized facilities maintenance, repair and improvement services to departments throughout the City. Managed contracts include custodial and security services. The division operates as an internal service fund and is funded by billing clients for services rendered.

The varied services provided by the division include:

### ***Facilities Management Services***

- Routine janitorial requests
- Electrical
- Lighting
- Power distribution
- Air conditioning
- Heating
- Ventilation
- Fire alarms
- Security
- Video cameras
- Telemetry
- Scoreboards
- Marquees
- UPS
- RUPS
- Emergency generators
- Overhead doors
- Automatic gate operators
- Runway and taxiway series lighting
- Fuel monitoring

### ***Building Modification/Remodel Services***

- Design
- painting, carpeting, carpentry
- Electrical Projects

### ***City Hall Services***

- Manage custodial and security
- Furniture estimates, purchases & reconfiguration
- Space planning
- Special event coordination
- Maintenance and repair projects
- Relocation coordination
- Arts Council liaison
- Building liaison

### ***Property Management Services***

- Records Storage Facility
- Santa Fe Depot
- Grizzlie Stadium
- Garage #9 Offices
- Gottschalks Garage Addition

### ***Operation of approximately 500 City buildings and structures such as:***

- City Hall
- Community centers
- Fire stations
- Parking structures

## Office/Shop Locations

Administration	2101 "G" Street	Building A, MSC
Maintenance Shop	2101 "G" Street	Building B, MSC
Electrical Shop	2101 "G" Street	Building I, MSC
City Hall Building Services	2600 Fresno Street	Rm. 4011, City Hall

## Competitiveness

Operating like a private business, Facilities Management bills city customers for services rendered using burdened labor and parts charges. This means all overheads are included in these charges. Listed below are the division's key labor rates billed to city customers compared to Fresno market rates based on bids through Purchasing for labor only services from contractors.

- Facilities **CARPENTER RATE** of **\$52.64/HOUR** is **13% BELOW** the contractor rate of \$60.24/hour bid to the City.
- Facilities **ROOFER RATE** of **\$48.45/HOUR** is **3% BELOW** the contractor rate of \$49.80/hour bid to the City.
- Facilities **ELECTRICIAN RATE** of **\$55.88/HOUR** is **10% BELOW** the contractor rate of \$61.59/hour bid to the City.

Recognizing its customers demand service efficiency, the division monitors staff work performance compared to industry and historical standards or benchmarks.

## Organizational Structure Key Staff Contact Information

<u>Area of Responsibility</u>	<u>Contact Name</u>	<u>Telephone Number</u>
Administration	<b>Doug Dow</b> , <i>Facilities Manager</i>	621-1201
Building Maintenance & Repair	<b>Frank Fichera</b> , <i>Facilities Supervisor</i>	621-1240
Electrical and HVAC Section	<b>Charlie Stanley</b> , <i>Electrical Supervisor</i>	621-1230
Property Management	<b>Nancy Cabrera</b> , <i>Building Supervisor</i>	621-7472
Special Projects Coordination	<b>Vacant</b> , <i>Project Manager</i>	621-1215
City Hall Events Coordination	<b>Nancy Cabrera</b>	621-7472
<b>24 Hour Emergency Service</b>	<b>After Hours</b>	<b>621-1100</b>

## Hours of Operation

Administration	Monday through Friday	7:00 am to 5:00 pm
Maintenance Shop	Monday through Friday	7:00 am to 3:30 pm
Electrical Shop	Monday through Friday	7:00 am to 3:30 pm
City Hall Building Services	Monday through Friday	7:00 am to 4:00 pm

## Facilities Management Pertinent Points

Maintain approximately 500 buildings and structures which include:

- 21,219 tons of air conditioning
- 2.3 million square feet of roofs
- 250 offices

Maintain 300 water pumping stations for the Water Division

All electricians have completed a 5 year apprenticeship program and are journeymen level technicians. The electricians have also completed the City's certification program.

Maintain a records storage facility at 1631 "E" Street. Although the City Clerk's Office is the primary tenant, additional space is available for rent by Departments requiring records storage space. All spaces are secure and individually accessible. Any Department requiring records storage should contact Facilities Management at 621-1487.

## FAQ's

Who do I call if I have a routine janitorial or maintenance request such as:

- Cleaning up spills, additional trash cans, or requests for soap, paper towels, toilet paper, etc.?
- Heating and air conditioning concerns and/or questions?
- Plumbing leaks and/or flooding?
- Call 621-1487

How do I request something special not covered under routine maintenance?

- Complete a Form 10, Special Project & City Hall Furniture Request, (available on the "U" Drive) for each project and forward to Facilities Management.
- Facilities will provide a cost estimate and return the Form 10 to the requesting customer for approval and signature.
- If the request is less than \$1,500, the form 10 will be converted to a special request and the owner will be billed at the end of the year.
- It is the customer's responsibility to send the signed Form 10 to the Budget Office.
- After Budget approval, the original will be forwarded to Facilities with a copy to the customer and the requested work can begin.

What if City property is vandalized?

- If the repairs will cost over \$250, the department responsible for the property will be asked to file a Property Loss Notice with Risk Management and fax a copy of the completed form to Facilities Management at 498-2746.
- Risk Management will be billed for the loss.
- The department will then be I.D. billed for the \$250 deductible and any other costs not paid by Risk Management.

What if I need special janitorial service such as carpet cleaning in City Hall?

- Call Nancy Cabrera at 621-7472 for assistance.

What if I'm planning a special event or need special accommodations at City Hall?

- Call Nancy Cabrera at 621-7472 for assistance.